

BUSINESS PROCESS IMPROVEMENT



Client

Centralized provider of property valuation, closing, escrow and title insurance to the mortgage industry

Business Case

Outsourcing the scheduling of mortgage closings.

Background

The client, is responsible for working with the lender, buyer and seller to schedule thousands of closings across the nation on a daily basis. The process required agents to spend many hours on the phone. The process was expensive and had low productivity. Client needed implementation of the program in less than 8 weeks.

Results

- ✓ Pilot project implemented within a month.
- ✓ Scheduling process executed 50% faster than the company's internal staff.
- ✓ Costs lowered by 40%.
- ✓ Client is so satisfied with the program that it is expanding the relationship with VSI to include more critical pieces of its process.



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Solution

- ✓ VSI offered an attractive option through its outsourcing center in Colombia.
- ✓ Our staff speaks excellent English, which is critical for communicating complex information to the parties in the transaction.
- ✓ Our proximity and time zone (U.S. central time) enabled real-time conversations, face-to-face visibility, easier oversight and process control.
- ✓ For the initial pilot project, VSI trained its staff in three weeks, much faster than the anticipated six to eight weeks of training.

Business Impact

VSI's solution has lasting benefits for the client:

- ✓ Cost effective long term solution
- ✓ Improved operating efficiency enables client to maintain healthy margins.
- ✓ Positioned client to be the industry innovator and thought leader.
- ✓ Client's staff is now able to spend more time analyzing and processing critical loan documentation.

About VSI

For almost two decades we've helped top companies grow, by providing them with technology & services that bring their future to life – now. We provide a wide range of cost-effective, scalable and reliable solutions. VSI enables companies with application development and business process support services that produce measurable and consistent gains in productivity, customer satisfaction and profitability.

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